



ANNUAL REPORT 2021

Grand Traverse Central Dispatch

GRAND TRAVERSE COUNTY



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TABLE OF CONTENTS

MESSAGE FROM THE DIRECTOR	2
MISSION STATEMENT	3
ACCOMPLISHMENTS	4
RECOGNITIONS	5
PUBLIC SAFETY PARTNERSHIPS	6
FIRE / EMS	7
LAW	8
ERT	9
CALL VOLUME	10
SPECIAL PROJECTS	11
Special Projects -River Rd	12
Special Projects - Viper	12
Staffing Update	13
COMMUNITY ENGAGEMENT	14

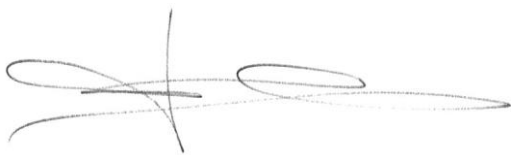
MESSAGE FROM THE DIRECTOR

I am pleased to present the Grand Traverse Central Dispatch 2021 Annual Report. 2021 started out with the lingering effects of COVID19 still present and real. Despite this challenge, we stayed focused on our mission: to continue serving the citizens of Grand Traverse County.

The pandemic continued to test the resolve of all public safety agencies, and your 911 center was no exception. We have a maximum of 18 front line Emergency Telecommunicators that are tasked with adequately staffing the operation 24/7/365. Their resilient, dedicated, and focused commitment to their profession did not go unnoticed. For their efforts in difficult times, I am grateful.

2021 also presented us with opportunities to continue advancing the department forward with improved technology. These advancements included a new 800MHz radio communications tower, and a Next Generation 911 telephone system. Additionally, we received approval from the Grand Traverse County Board of Commissioners to add a System Support Specialist, and a fifth Dispatch Supervisor to our staffing plan. These advancements were desperately needed to ensure we are properly equipping, training, and staffing the 911 center now and well into the future.

Our vision for the future remains consistent as time goes on - We will honor the spirit of our Mission Statement. We will continue to strive for greatness in the service that we provide to the citizens of Grand Traverse County, and the public safety agencies that rely on us to help you when you need it most.

A handwritten signature in black ink, appearing to read 'Jason Torrey', with a stylized, elongated horizontal stroke at the end.

Jason Torrey, ENP

Director

Grand Traverse Central Dispatch



MISSION STATEMENT

To efficiently and compassionately answer the public's call for emergency service response, perform accurate and timely call handling and dispatch services for the public we serve, and to support police, fire and EMS responders in accomplishing their mission.

ACCOMPLISHMENTS

AUGUST 10TH, 2021

On the evening of August 10th, areas of Grand Traverse county were hit by a severe storm. From 7pm that night until 6am on the 11th, Grand Traverse Central Dispatch created 241 calls for service, including countless calls for trees down, power lines down, a water rescue, and the usual calls relating to assaults, suicidal subjects, routine medical requests, and crashes.

Hundreds of incoming and outgoing phone calls were handled that evening with a shift of four dispatchers. Extensive coordination and logistics ensued with local law enforcement, fire and EMS agencies, utility companies, and public works.

NATIONAL LEADERSHIP

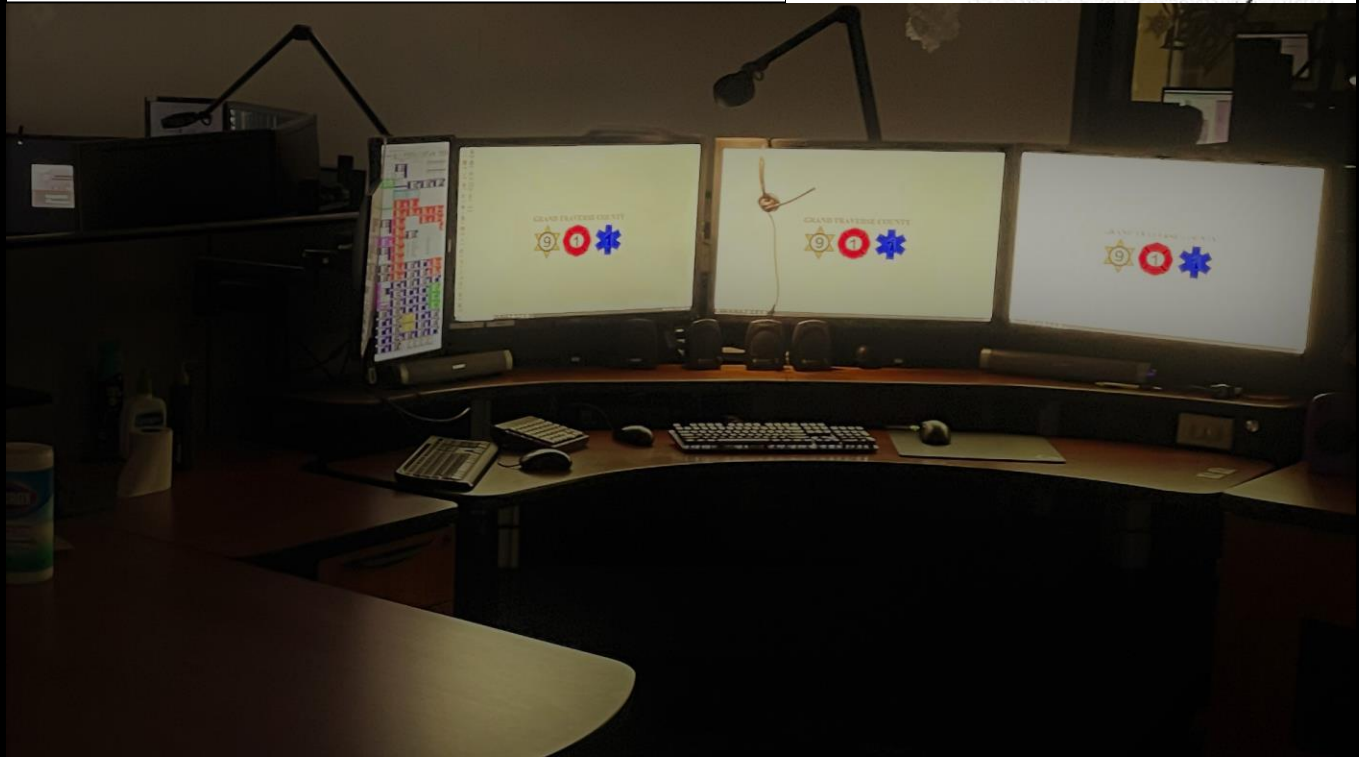
Deputy Director Leah Hornacek, ENP, CMCP - Feb 29th, 2016 - Nov 12th, 2021 - Elected as the North Central Region Director for National NENA.



NENA
THE 9-1-1 ASSOCIATION

**North Central
Director
Candidate**

Leah Hornacek, ENP



RECOGNITIONS



On Nov 6th, 2021, at approximately 1:06am, veteran Dispatcher Kelly King assisted a 911 caller with the delivery of a healthy baby boy! The patient was roadside and were not going to make it to the hospital. Dispatcher Kelly King talked the caller through safety procedures and the baby was born within two minutes of answering the call. Paradise Emergency Services responded to the scene, along with Blair EMS.

GRAND TRAVERSE COUNTY



SUPERIOR SERVICE AWARD

PRESENTED TO:

Michael Harrel, Dispatch Supervisor, Q1
Nicole Jacobson, Dispatcher, Q2
Danielle Meinzinger, Dispatcher Q3
Josh Way, Dispatcher, Q4

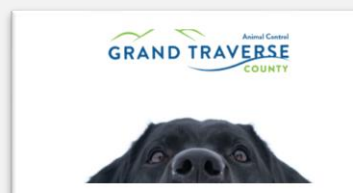
GIVEN IN RECOGNITION OF EXCELLENCE IN THEIR DEDICATION AS A 911
PROFESSIONAL, THROUGH EXTRAORDINARY CUSTOMER SERVICE, CALL TAKING, AND
DISPATCHING

PUBLIC SAFETY PARTNERSHIPS



Responder Safety

Central Dispatch is committed to responder safety. Our staff is highly trained to focus on the safety of firefighters, medics and law enforcement officers. Procedures are developed with a focus on ensuring that first responders make it to the call, and clear the call safely.



FIRE / EMS



2021	
Agency	Total Calls per Agency
Traverse City Fire Department	3344
Grand Traverse Metro Emergency Services	5716
Mobile Medical Response (MMR)	7181
MMR Acme Twp. / Whitewater Twp.	387
Paradise Township Emergency Services	780
Green Lake Township Emergency Services	817
Blair Township Fire / EMS	2208
Fife Lake Fire Department	151
Peninsula Township Fire / EMS	723
East Bay EMS	951
Long Lake Township Fire-Rescue	574
Whitewater Township Fire Dept.	124
Kalkaska EMS	216
Buckley EMS / Fire	109
Total	23,281



+ 9.8%
Over 2020 Total



LAW ENFORCEMENT



TOTAL CALLS – 70,717 *



+ 5.3%
Over 2020 Total



**TRAVERSE CITY
POLICE
DEPARTMENT**

TCPD – 26,154



MSP – 2,611

Grand Traverse County



Sheriff's Office

GTSO – 41,952

*Based on total CAD events

PUBLIC SAFETY PARTNERSHIPS

Emergency Response Team

TACTICAL DISPATCH

Central Dispatch sends a team of tactical dispatchers to assist the Emergency Response Team during deployments. The tactical dispatch team provides communications support to commanders and operators during emergency situations.

The tactical dispatch team trains with the Emergency Response Team once a quarter.

This same team, along with other trained dispatch staff, also deploy into the field for other major events, such as presidential and VIP visits, Cherry Festival, Bayshore Marathon, and more.



2021 ERT Deployments - 8

CALL VOLUME

Total Call Volume

Calls by the numbers



Wireless

Cell phone calls to 911 make up the overwhelming majority of the calls we take.

2021 911 Calls - 34,412

Accidental Dials

In 2021, Central Dispatch fielded approximately **5000** calls that were the result of accidental dials or misdials.

Landline

Wireline phones continue to be used primarily by area businesses and among elderly residents.

2021 911 - 3,444 Calls

VOIP

WE continue to receive Voice Over IP calls.

2021 911 Calls - 2886

Text to 911

Central Dispatch fielded 67 text to 911 calls. The service has become invaluable for contacting callers that are in danger.

2021 911 Texts - 67

- In 2021, Central Dispatch staff also answered 69,227 non-emergency / administrative calls. Staff placed approximately 34,000 outgoing calls.

SPECIAL PROJECTS

800MHz radio communications tower

The River Road Tower Project started in early 2021, and should be online in early 2022. Once complete, the tower will be integrated into the MPSCS statewide public safety radio system, and will benefit all public safety agencies in Grand Traverse County.

The tower is expected to fill coverage gaps in the radio and paging footprints. The tower will also provide resiliency inside the network through dual microwave connections to the master control sites in Vanderbilt.

The project was funded with current local 911 surcharge revenue.



SPECIAL PROJECTS

Next Generation 911 Telephone System Upgrade

A version upgrade of our IP-based phone system was completed in mid-November. The project was funded by a grant awarded to a regional partnership. A consortium of 911 centers came together to build out this phone network at reduced costs to neighboring counties.

We continue to improve vital public safety systems to better serve the community, and keep up with an ever - changing technical environment.



STAFFING UPDATES

Deputy Director

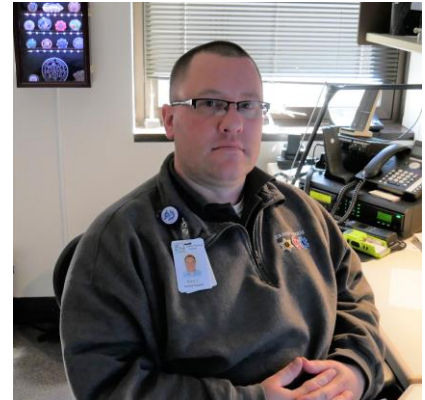
Leah Hornacek left employment in mid - November for other professional opportunities. Her contributions during her tenure will have a lasting impact on the operation.

Corey LeCureux joined the Central Dispatch Team in January 2022. Corey will be overseeing almost all operational programs and assisting with special projects. He brings a solid professional background in 911 operations, technical, and managerial aspects.

Systems Support Specialist

Nick Carpenter has been assigned expanded responsibilities. In addition to his duties as Database / GIS coordinator, he will also take on a supporting role for most critical technological systems.

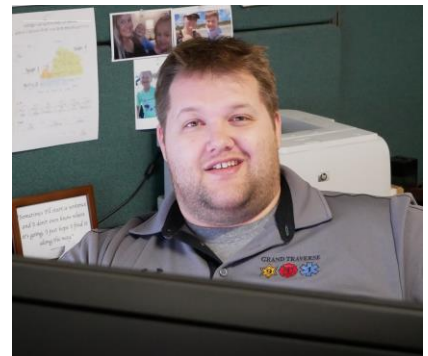
- CAD System Administrator
- Mobility Systems Administrator
- 800 MHz Radio and Pager Inventory/Programming
- Motorola 7500 System Administrator
- Next Generation 911 VIPER 911 call handling system



Administrative Supervisor

Scott Rademaker is in the process of moving from shift supervisor to an administrative role. He will be given a workload consisting of administrative and support tasks. These tasks include:

- Quality Assurance
- Statistical compilations
- Technical maintenance
- Communications Officer Training Program
- Law Enforcement Information Network



COMMUNITY ENGAGEMENT

Social Media

Central Dispatch continues to engage the community via social media. Grand Traverse 911's Facebook page is followed by 58,000 individual users, and regularly engages with the public. We appreciate the support for our information sharing, and focus on providing real time and informative content that directly impacts a majority of our community.



Smart 911

100 new profiles, in eight separate zip codes, were created this past year. This increases the total enrollments to 5,580. Safety Profiles are free, allow citizens to enter as much or as little information as they want, and will only be made available to a dispatcher in the event a citizen needs to call 911. It is important that enrolled members of the public continue to keep their profile updated.



GRAND TRAVERSE COUNTY



facebook.com/GrandTraverse911